

GM SERVICE OPERATIONS
DCS746
URGENT - DISTRIBUTE IMMEDIATELY

RECEIVED

31 MAY 01 AM 10:30

DATE: May 30, 2001

SUBJECT: 00066 - PRODUCT SAFETY CAMPAIGN
NON-CRASH DEPLOYMENT
OF SIDE IMPACT AIR BAGS

SERVICE
TECHNICAL ASSISTANCE

MODELS: 1997-99 CADILLAC DEVILLE

TO: ALL CADILLAC DEALERS

ATTN: SERVICE MANAGER, PARTS MANAGER
AND WARRANTY ADMINISTRATOR

001-217

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 1997 and all 1998-1999 model year Cadillac Deville model vehicles. The side impact air bags may deploy unexpectedly, without a crash, as the vehicle is started or during normal driving.

A driver or right front passenger in the proper driving or seating positions and using safety belts could receive minor injuries, such as bruising, from contact with a deploying side impact air bag. However, a driver or right front passenger that is too close to an inflating air bag could receive more serious injuries.

CORRECTION

Dealers are to replace the driver and passenger side impact sensing modules. On vehicles that have had the side air bags temporarily disconnected, the temporary disconnect must be removed before replacing the side impact sensing modules (for U.S. see Administrative message WIA20000125, transmitted 11-08-00; for Canada see e-mail transmitted 11-08-00).

VEHICLES INVOLVED

Involved are certain 1997-99 Cadillac Deville model vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	PLANT	FROM	THROUGH
1997	Cadillac	DeVille	Hamtramck	VU200140	VU300872
1998	Cadillac	DeVille	Hamtramck	WU200001	WU808940
1999	Cadillac	Limo	Hamtramck	XU500001	XU810434

IMPORTANT: Dealers should confirm vehicle through GMVIS (GM Vehicle Inquiry System) or GM Access Screen (Canada only) or DCS Screen 445 (IPC only) before beginning campaign repairs. [Not all vehicles within the above breakpoints may be involved.]

***** IMPORTANT *****

Dealers are no longer required to contact the General Motors Customer Assistance Center to obtain parts for this recall. However, initial campaign parts availability is extremely limited and dealers should not order parts for shelf stock.

Customer notification for this campaign will be administered in phases. Dealers will receive a Dealer Listing for involved vehicles included in the first phase. A new Dealer Listing of involved vehicles included in each subsequent phase will be sent to you as the letter mailing is completed. Any dealer not receiving a Dealer Listing has no involved vehicles assigned to that phase.

As each customer notification phase is completed and dealers receive their new Dealer Listing, we are requesting that dealers only order parts for those involved vehicles contained in that Dealer Listing.

Additionally, in order to encourage responsible parts ordering, General Motors Service Parts Operations has placed an order quantity limiter on Part Number 25729097 and removed it from the automatic SPRINT process.

It is imperative that campaign parts are readily available for each customer as they receive their notification letter. Therefore, this strategy has been implemented to ensure the equitable distribution of these parts and avoid customer dissatisfaction. Your cooperation is greatly appreciated.

MAILING INFORMATION

Dealer mailing will begin on May 30, 2001.

Owner mailing will begin on June 1, 2001.

GMVIS INFORMATION

GMVIS information is currently available.

END OF MESSAGE

GM SERVICE OPERATIONS

GM SERVICE OPERATIONS
DCS774
URGENT - DISTRIBUTE IMMEDIATELY

DATE: AUGUST 1, 2001

SUBJECT: PRODUCT SAFETY CAMPAIGN 00066
NON-CRASH DEPLOYMENT OF SIDE IMPACT AIR BAGS
TERMINATION OF SERVICE PROCEDURE TO TEMPORARILY
DISCONNECT SIDE IMPACT SENSING MODULE

MODELS: 1998-1999 CADILLAC DEVILLE

TO: ALL BUICK, CADILLAC, CHEVROLET, GMC, OLDSMOBILE
AND PONTIAC DEALERS

ATTN: DEALER PRINCIPAL, SALES MANAGER, SERVICE MANAGER,
AND PARTS MANAGER

00V-217

This message supercedes General Motors Administrative Messages WIA20000141 and WIA20000142, which were sent to all GM dealers on December 13, 2000.

Those messages provided dealers with a validated service procedure to temporarily disconnect side impact air bags in 1998 and 1999 Cadillac DeVilles. Also provided was specific information regarding eligible vehicles, disclosure requirements, dealer indemnification, required parts, and warranty claim submission.

Now that a replacement Side Impact Sensing Module (SISM) is readily available, performance of the disconnect service procedure, as an interim remedy for this product recall, is no longer necessary. Effective immediately, dealers should stop disconnecting side impact air bags in 1998 and 1999 Cadillac DeVilles. Air Bag Resistor Kits required to properly disconnect the SISM, are no longer available from Vispac. Any kits remaining at dealers or GM Auction sites should be scrapped.

Dealers with outstanding warranty claims for this service procedure must have them processed/paid no later than August 31, 2001. In this regard, Labor operation C9850 - Temporary Side Impact Air Bag Disconnect, will only remain in effect until that date.

Effective immediately, SISM disconnection is no longer required to obtain vehicle title for returned DeVilles purchased by the dealer or lessee. As sufficient replacement parts are now available, the necessary repairs to satisfy the campaign must be completed prior to GMAC processing any dealer or lessee buyout.

For any returned DeVille not purchased by the dealer or lessee and consequently going to auction, GMAC will affix a peel-off recall sticker to the title or bill of sale indicating that Campaign 00066 is

still open and necessary repairs must be made before the vehicle is sold.

It is the responsibility of the purchasing GM dealer to ensure that both the driver's side and passenger's side SISM are replaced in accordance with the Service Procedure contained in Campaign Bulletin 00066. This repair must be completed prior to vehicle sale or lease. Dealers should confirm vehicle eligibility through the GM Vehicle Inquiry System (GMVIS) before beginning campaign repairs.

In conclusion, an audit of paid warranty claims for side impact air bag disconnects previously performed has revealed that some dealers have not submitted the required disclosure form. It is imperative that all delinquent disclosure forms are faxed to the Cadillac Disclosure Verification Center prior to August 31, 2001. The fax number is 1-248-824-8479. This information is necessary to ensure that each affected vehicle is subsequently corrected and that dealer indemnification status is not jeopardized.

Any questions about this message should be directed to your Area Service Manager.

END OF MESSAGE
GM SERVICE OPERATIONS

GM SERVICE OPERATIONS
DCS 775
URGENT - DISTRIBUTE IMMEDIATELY

DATE: August 3, 2001

SUBJECT: 00066 - PRODUCT SAFETY CAMPAIGN
NON-CRASH DEPLOYMENT
OF SIDE IMPACT AIR BAGS
PHASE 4 CUSTOMER NOTIFICATION

01V-217

MODELS: 1997-99 CADILLAC DEVILLE

TO: ALL CADILLAC DEALERS

ATTN: SERVICE MANAGER, PARTS MANAGER
AND WARRANTY ADMINISTRATOR

***** PHASE 4 CUSTOMER NOTIFICATION *****
DUE TO PARTS AVAILABILITY, CUSTOMER NOTIFICATION FOR THIS CAMPAIGN IS BEING
ADMINISTERED IN PHASES. PHASE 3 WAS MAILED ON JUNE 26, 2001. THE DEALER
LISTING AND OWNER LETTERS FOR PHASE 4 ARE BEING MAILED TODAY. ADDITIONAL
PHASES WILL BE ANNOUNCED AS THEY ARE LAUNCHED.

Dealers are no longer required to contact the General Motors Customer
Assistance Center to obtain parts for this recall. However, initial campaign
parts availability is extremely limited and dealers should not order parts
for shelf stock.

Customer notification for this campaign will be administered in phases.
Dealers will receive a Dealer Listing for involved vehicles included in the
first phase. A new Dealer Listing of involved vehicles included in each
subsequent phase will be sent to you as the letter mailing is completed. Any
dealer not receiving a Dealer Listing has no involved vehicles assigned to
that phase.

As each customer notification phase is completed and dealers receive their
new Dealer Listing, we are requesting that dealers only order parts for those
involved vehicles contained in that Dealer Listing.

Additionally, in order to encourage responsible parts ordering, General
Motors Service Parts Operations has placed an order quantity limiter on Part
Number 25729097 and removed it from the automatic SPRINT process.

It is imperative that campaign parts are readily available for each customer
as they receive their notification letter. Therefore, this strategy has been
implemented to ensure the equitable distribution of these parts and avoid
customer dissatisfaction. Your cooperation is greatly appreciated.

END OF MESSAGE
GM SERVICE OPERATIONS

GM SERVICE OPERATIONS
DCS782
URGENT - DISTRIBUTE IMMEDIATELY

DATE: August 10, 2001

SUBJECT: 00066 - PRODUCT SAFETY CAMPAIGN
NON-CRASH DEPLOYMENT
OF SIDE IMPACT AIR BAGS
PHASE 5 CUSTOMER NOTIFICATION

000-217

MODELS: 1997-99 CADILLAC DEVILLE

TO: ALL CADILLAC DEALERS

ATTN: SERVICE MANAGER, PARTS MANAGER
AND WARRANTY ADMINISTRATOR

***** PHASE 5 CUSTOMER NOTIFICATION *****
DUE TO PARTS AVAILABILITY, CUSTOMER NOTIFICATION FOR THIS CAMPAIGN IS BEING
ADMINISTERED IN PHASES. PHASE 4 WAS MAILED ON AUGUST 3, 2001. THE DEALER
LISTING AND OWNER LETTERS FOR PHASE 5 ARE BEING MAILED AUGUST 10, 2001.
ADDITIONAL PHASES WILL BE ANNOUNCED AS
THEY ARE LAUNCHED.

Dealers are no longer required to contact the General Motors Customer
Assistance Center to obtain parts for this recall. However, initial campaign
parts availability is extremely limited and dealers should not order parts
for shelf stock.

Customer notification for this campaign will be administered in phases. A
new Dealer Listing of involved vehicles included in each subsequent phase
will be sent to you as the letter mailing is completed. Any dealer not
receiving a Dealer Listing has no involved vehicles assigned to that phase.

As each customer notification phase is completed and dealers receive their
new Dealer Listing, we are requesting that dealers only order parts for those
involved vehicles contained in that Dealer Listing.

Additionally, in order to encourage responsible parts ordering, General
Motors Service Parts Operations has placed an order quantity limiter on Part
Number 25729097 and removed it from the automatic SPRINT process.

It is imperative that campaign parts are readily available for each customer
as they receive their notification letter. Therefore, this strategy has been
implemented to ensure the equitable distribution of these parts and avoid
customer dissatisfaction. Your cooperation is greatly appreciated.

END OF MESSAGE
GM SERVICE OPERATIONS

GM SERVICE OPERATIONS
DCS828
URGENT - DISTRIBUTE IMMEDIATELY

00K-217

DATE: August 27, 2001

SUBJECT: Product Safety Campaign 00066
Non-Crash Deployment of Side Impact Air Bags
Campaign Eligibility Information Inadvertently Deleted From
GMVIS

MODEL: 1997-99 DeVille

TO: All Cadillac Dealers

ATTENTION: Service Manager, Service Advisor and Warranty Administrator

Regarding Campaign 00066, we have discovered that vehicle eligibility information was inadvertently deleted from the GM Vehicle Inquiry System (GMVIS). This means that for an involved vehicle not yet repaired, GMVIS will display "Vehicle Has No Current Record Of Outstanding Campaigns" which is incorrect. This error should be corrected no later than Friday, August 31, 2001.

END OF MESSAGE
GM SERVICE OPERATIONS

GM SERVICE OPERATIONS
DCS847
URGENT - DISTRIBUTE IMMEDIATELY

00K-217

DATE: August 30, 2001

SUBJECT: Product Safety Campaign 00066
Non-Crash Deployment of Side Impact Air Bags
Campaign Eligibility Information Inadvertently
Deleted From GMVIS

MODEL: 1997-99 DeVille

TO: All Cadillac Dealers

ATTN: Service Manager, Service Advisor and Warranty Administrator

Regarding Campaign 00066, we have discovered that vehicle eligibility information was inadvertently deleted from the GM Vehicle Inquiry System (GMVIS). As a result, any involved vehicles not yet repaired, GMVIS will display "Vehicle Has No Current Record Of Outstanding Campaigns" this information is incorrect. This error has been corrected. Dealers are instructed to re-submit all rejected claims.

END OF MESSAGE
GM SERVICE OPERATIONS

GM SERVICE OPERATIONS
DCS853
URGENT - DISTRIBUTE IMMEDIATELY

DATE: September 7, 2001

SUBJECT: 00066 - PRODUCT SAFETY CAMPAIGN
NON-CRASH DEPLOYMENT
OF SIDE IMPACT AIR BAGS
PHASE 6 CUSTOMER NOTIFICATION

00V-217

MODELS: 1997-99 CADILLAC DEVILLE

TO: ALL CADILLAC DEALERS

ATTN: SERVICE MANAGER, PARTS MANAGER
AND WARRANTY ADMINISTRATOR

* IMPORTANT NOTICE *
* WE HAVE DISCOVERED THAT VEHICLE ELIGIBILITY INFORMATION FOR *
* PRODUCT RECALL CAMPAIGN 00066 WAS INADVERTENTLY DELETED FROM *
* THE GM VEHICLE INQUIRY SYSTEM (GMVIS). *
* AS A RESULT, ANY CAMPAIGN CLAIMS SUBMITTED FOR PAYMENT DURING *
* CREDIT CYCLES: 197, 198, 199, 200, 201 AND 202 MAY *
* HAVE REJECTED. THIS ERROR HAS BEEN CORRECTED. *
* ANY REJECTED CLAIMS SHOULD BE RE-SUBMITTED. *

***** PHASE 6 CUSTOMER NOTIFICATION *****
* DUE TO PARTS AVAILABILITY, CUSTOMER NOTIFICATION FOR THIS *
* CAMPAIGN IS BEING ADMINISTERED IN PHASES. PHASE 5 WAS MAILED *
* ON AUGUST 10, 2001. THE DEALER LISTING AND OWNER LETTERS FOR *
* PHASE 6 ARE BEING MAILED SEPTEMBER 7, 2001. ADDITIONAL PHASES *
* WILL BE ANNOUNCED AS THEY ARE LAUNCHED. *

Dealers are no longer required to contact the General Motors Customer Assistance Center to obtain parts for this recall. However, initial campaign parts availability is extremely limited and dealers should not order parts for shelf stock.

Customer notification for this campaign will be administered in phases. A new Dealer Listing of involved vehicles included in each subsequent phase will be sent to you as the letter mailing is completed. Any dealer not receiving a Dealer Listing has no involved vehicles assigned to that phase.

As each customer notification phase is completed and dealers receive their new Dealer Listing, we are requesting that dealers only order parts for those involved vehicles contained in that Dealer Listing.

Additionally, in order to encourage responsible parts ordering, General Motors Service Parts Operations has placed an order quantity limiter on Part Number 25729097 and removed it from the automatic SPRINT process.

It is imperative that campaign parts are readily available for each customer as they receive their notification letter. Therefore, this strategy has been implemented to ensure the equitable distribution of these parts and avoid customer dissatisfaction. Your cooperation is greatly appreciated.

END OF MESSAGE
GM SERVICE OPERATIONS

GM SERVICE OPERATIONS
DCS853
URGENT - DISTRIBUTE IMMEDIATELY

DATE: September 14, 2001

SUBJECT: 00066 - PRODUCT SAFETY CAMPAIGN
NON-CRASH DEPLOYMENT
OF SIDE IMPACT AIR BAGS
PHASE 8 CUSTOMER NOTIFICATION

00V-217

MODELS: 1997-99 CADILLAC DEVILLE

TO: ALL CADILLAC DEALERS

ATTN: SERVICE MANAGER, PARTS MANAGER
AND WARRANTY ADMINISTRATOR

* * * * * PHASE 8 CUSTOMER NOTIFICATION * * * * *

DUE TO PARTS AVAILABILITY, CUSTOMER NOTIFICATION FOR THIS CAMPAIGN IS BEING ADMINISTERED IN PHASES. PHASE 7 WAS MAILED SEPTEMBER 7, 2001. THE DEALER LISTING AND OWNER LETTERS FOR PHASE 8 ARE BEING MAILED SEPTEMBER 14, 2001. ADDITIONAL PHASES WILL BE ANNOUNCED AS THEY ARE LAUNCHED.

Dealers are no longer required to contact the General Motors Customer Assistance Center to obtain parts for this recall. However, initial campaign parts availability is extremely limited and dealers should not order parts for shelf stock.

Customer notification for this campaign will be administered in phases. A new Dealer Listing of involved vehicles included in each subsequent phase will be sent to you as the letter mailing is completed. Any dealer not receiving a Dealer Listing has no involved vehicles assigned to that phase.

As each customer notification phase is completed and dealers receive their new Dealer Listing, we are requesting that dealers only order parts for those involved vehicles contained in that Dealer Listing.

Additionally, in order to encourage responsible parts ordering, General Motors Service Parts Operations has placed an order quantity limiter on Part Number 25729097 and removed it from the automatic SPRINT process.

It is imperative that campaign parts are readily available for each customer as they receive their notification letter. Therefore, this strategy has been implemented to ensure the equitable distribution of these parts and avoid customer dissatisfaction. Your cooperation is greatly appreciated.

END OF MESSAGE

GM SERVICE OPERATIONS
DCS597
URGENT - DISTRIBUTE IMMEDIATELY

DATE: September 20, 2000

SUBJECT: Inadvertent Deployment of Side Impact Air Bag
1998-99 Cadillac DeVille

TO: All Cadillac Dealers

ATTN: Dealer Principal, Sales Manager, Service Manager
and Parts Manager

908-217

*** THIS IS PART 1 OF A 2 PART MESSAGE***

DUE TO THE LIMITATIONS OF THE ADMINISTRATIVE MESSAGE
SYSTEM, THIS MESSAGE IS BEING SENT IN TWO PARTS
FOR PART 2 SEE DCS598

General Motors has determined that a defect which relates to motor vehicle safety exists and may manifest itself in 1998 and 1999 model year Cadillac DeVilles. We have learned of a condition that can cause the side impact air bags in these vehicles to deploy unexpectedly, without a crash, as they are started or during normal driving.

Affected customers will receive an informational letter in the near future. The letter will explain this product safety issue, what GM is doing to correct it, and what customers can do immediately to lessen the potential for serious injury from an inadvertent side impact air bag deployment (see attached copy). We have received 306 reports out of approximately 224,000 affected vehicles. Electronic parts in the Side Impact Sensing Modules may not function as intended and could cause an inadvertent deployment of the side impact air bags.

These side impact air bags are in the front doors, one for the driver and one for the right front passenger. They deploy with less force than a frontal air bag and are designed to minimize the risk of serious injury. A driver or right front passenger in the proper driving or seating positions and using safety belts could receive minor injuries, such as bruising, from contact with a deploying side impact air bag. However, as the owner's manual states, if vehicle occupants are too close to an inflating air bag, they could receive more serious injuries.

This product safety issue only affects the side impact air bags located in the front doors. The frontal air bags, located in the steering wheel and instrument panel, are controlled by a different module.

GM understands the concern this product safety issue may cause and the need to correct it as quickly as we can. Until we are able to replace both of the Side Impact Sensing Modules in these vehicles, you can assist customers by explaining two very important precautions to reduce the potential for serious injury.

What customers should do:

1. Before starting the car, make sure that you are in the correct driving position and that the right front passenger is in the correct seating position. If vehicle occupants are too close to an inflating side air bag, it could injure them. That is why it is important to follow the instructions in the owner's manual--always wear your safety belt and do not lean on the door. As always, you should remember that air bags - whether frontal or side impact - provide only supplemental protection in the event of a crash. That is why it is important that you and your passengers always buckle up, with children age 12 and under properly secured in the rear seat. Please refer to your owner's manual for specific instructions about correct safety belt use.

2. You may get a warning before an unexpected deployment. In normal operation, the air bag light on your instrument panel flashes on for a few seconds when you start your car and should remain off at all other times when the engine is running. If you see this light come on and stay on, find a safe place to pull off the road, turn off the vehicle and call Cadillac Roadside Assistance at 1-800-882-1112 to arrange to have the vehicle towed to the nearest dealership. Do not restart the car. There will be no charge for this roadside service.

What dealers should do:

If one of these vehicles is towed or driven to your dealership with an air bag light on and no air bag deployment, you should perform the normal air bag diagnostics (see Section 9 of the appropriate Service Information Manual) and determine if the light indicates that the Side Impact Sensing Module needs to be replaced. If a repair to something other than the Side Impact Sensing Module corrects this condition, dealers are strongly encouraged to apply normal empowerment guidelines to each claim and make individual goodwill decisions in the interest of customer satisfaction.

If the diagnosis determines the Side Impact Sensing Module should be replaced, a current part should be obtained from General Motors Service Parts Operations. Replacement modules are on order control and a Vehicle Identification Number and Repair Order Number will be required to release a part. Dealers should contact GMSPO at 1-888-551-4395 to obtain a part. In such cases, a claim should be submitted using the regular warranty labor operation with appropriate authorization, if required. Note that when new Side Impact Sensing Modules become available later next year, these vehicles will have to be serviced again to correct this product safety condition.

What GM is doing:

GM is working with its suppliers as quickly as it can to obtain replacement Side Impact Sensing Modules for a recall campaign. Because these modules are complex, precision devices with many parts and are not currently in production, it will take time to obtain the equipment, tools and materials to make parts, assemble the modules, make sure they perform properly, and get them to Cadillac dealers.

As parts become available, we will send customers another letter and ask them to take their car to a dealership for installation of two Side Impact Sensing Modules. This repair will be performed at no charge to customers. We expect that dealers will have parts for a first group of cars in April. General Motors will then notify a first group of customers. Over the next several months, we will notify additional groups of customers until all have been notified. When customers receive that letter, they should contact a Cadillac dealership for a service appointment.

Again, we are committed to correcting this condition as conveniently and quickly as parts become available. However, and in the interim, we do understand that each customer may have individual and unique needs. As such, a simple, standard approach to customer satisfaction issues may not allow us the flexibility to address unique customer circumstances. That is why dealer service personnel, on behalf of the customer, should work together with the GM Customer Assistance Center to evaluate and facilitate individual customer satisfaction solutions.

The following are some anticipated questions and answers. If customers have additional questions or concerns, please contact GM Customer Assistance at 1-877-250-1790. A Cadillac representative will be available twenty-four hours a day, seven days a week, to assist you.

Q1: What is the condition?

A1: Some 1998-99 Cadillac DeVille vehicles may exhibit inadvertent or non-crash deployment of the side impact air bags in the driver or passenger front doors.

Q2: Have there been any crashes or injuries associated with this condition?

A2: There have been approximately 61 reported minor injuries, primarily bruises and abrasions, and one reported crash.

Q3: How would a vehicle owner realize the condition exists?

A3: The air bag light may come on before an inadvertent side air bag deployment, but it will not do so in every case.

Q4: Where were the vehicles built?

A4: Vehicles were built at Detroit Hamtramck.

Q5: How many of the vehicles do you expect to find with this condition?

A5: Approximately 224,000 vehicles could potentially manifest an inadvertent deployment.

Q6: Is the vehicle safe to drive or should I park it until I get a letter from GM?

A6: GM is mailing a letter to all registered owners with information about this situation. It advises customers to follow all precautions outlined in the owner's manual. Before starting the car, make sure that you are in the correct driving position and that the right front passenger is in the correct seating position. Always wear your safety belt and do not lean on the door.

Q7: Will GM provide customers with another car until it can replace the Side Impact Sensing Module?

A7: We are informing customers how they can operate their cars and avoid serious injury in the rare event of an inadvertent deployment. There should be no need for a replacement vehicle.

Q8: If 61 people have been injured, why hasn't something been done sooner?

A8: It is important to note that all reported injuries have been minor, primarily bruises and abrasions. GM acted quickly in responding to this condition. Because airbag systems are very complex with many precision components, a thorough investigation was required to fully understand the condition and provide the appropriate correction.

Q9: If people have been injured, why isn't GM telling customers to park their cars?

A9: We have had no reports of serious injuries due to this condition. GM believes these vehicles are safe to drive. The benefits of having an operational side airbag in the case of a side impact crash outweigh the risks of an inadvertent deployment.

Q10: When will owners be notified?

A10: Owners will begin receiving letters about this situation the week of September 25th.

Q11: How can customers get additional information about this issue?

A11: We are setting up special toll-free telephone number at the GM Customer Assistance Center for customers to call. The number is 1-877-250-1790. A GM representative will be available twenty-four hours a day, seven days a week, to assist them.

Q12: If a customer comes in and has the letter, what should a dealer tell him or her?

A12: Dealers should reassure the customer regarding the benefits of having side impact air bags in the event of a moderate to severe side crash involving a front door versus the relatively low risks associated with an inadvertent deployment. Dealers should also remind customers about important precautions in the owner's manual that can help reduce the potential for serious injury (i.e., seat belt usage and correct driving/seating position). If customers have additional concerns or questions, dealer service personnel should assist them by personally contacting GM Customer Assistance at 1-877-250-1790 on their behalf.

Q13: Why can't dealers just remove the SIR fuse or disconnect the SISM to disable the door mounted side impact air bags until replacement parts are available?

A13: Removal of SIR fuse to disable the side impact air bags will disable the frontal air bag system and illuminate the air bag readiness light. Disconnecting the Side Impact Sensing Module (SISM) located in the front doors, will also illuminate and prevent customers from being alerted to potential problems with the frontal air bag system. GM does not recommend either of these practices. Dealers are prohibited by federal law from disconnecting or removing frontal air bags and other equipment required for compliance with the Federal Motor Vehicle Safety Standards.

Q14: When will parts be available?

A14: GM is aggressively working with its suppliers to provide an initial supply of modules by next April.

Q15: Why are the parts not available until next April?

A15: GM is working with its suppliers as quickly as it can to obtain replacement Side Impact Sensing Modules for a recall campaign. Because these modules are complex, precision devices with many parts and are not currently in production, it will take time to obtain the equipment, tools and materials to make parts, assemble the modules, make sure they perform properly, and get them to Cadillac dealers.

Q16: If replacement modules are on order control at GMSPD, how can a part be obtained for a regular collision repair?

A16: A Vehicle Identification Number and Repair Order Number will be required to release a part. Dealers should contact GMSPD at 1-888-551-4395 to obtain a part.

Q17: Why aren't other vehicles with side impact air bags not being recalled (i.e., 1997 or 2000 model year Cadillac DeVille)?

A17: This product safety issue did not affect the 1997 model year DeVille. The 2000 model year DeVille, as well as all other GM products, utilize Supplemental Inflatable Restraint sensing systems that are completely different.

GM Service Operations

End Of Part# 1

GM SERVICE OPERATIONS

DCS597

URGENT - DISTRIBUTE IMMEDIATELY

DATE: September 20, 2000

SUBJECT: Inadvertent Deployment of Side Impact Air Bag
1998-99 Cadillac DeVille

00V-217

TO: All Cadillac Dealers

ATTN: Dealer Principal, Sales Manager, Service Manager
and Parts Manager

*** THIS IS PART 2 OF A 2 PART MESSAGE***

DUE TO THE LIMITATIONS OF THE ADMINISTRATIVE MESSAGE
SYSTEM, THIS MESSAGE IS BEING SENT IN TWO PARTS
FOR PART 1 SEE DCS597

COPY OF CUSTOMER LETTER

Dear Cadillac Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. General Motors has decided that a defect which relates to motor vehicle safety exists and may manifest itself in your 1998 or 1999 model year Cadillac DeVille. We have learned of a condition that can cause the side impact air bags in your car to deploy unexpectedly, without a crash, as you start your car or during normal driving.

The purpose of this letter is to explain this product safety issue, what GM is doing to correct it, and what you can do immediately to lessen the potential for serious injury from an inadvertent side impact air bag deployment. We have received 306 reports out of approximately 224,000 affected vehicles. Electronic parts in the Side Impact Sensing Modules may not function as intended and could cause an inadvertent deployment of the side impact air bags.

These side impact air bags are in the front doors, one for the driver and one for the right front passenger. They deploy with less force than a frontal air bag and are designed to minimize the risk of serious injury. A driver or right front passenger in the proper driving or seating positions and using safety belts could receive minor injuries, such as bruising, from contact with a deploying side impact air bag. However, as your owner's manual states, if you are too close to an inflating air bag, you could receive more serious injuries.

This product safety issue only affects the side impact air bags located in the front doors. The frontal air bags, located in the steering wheel and instrument panel, are controlled by a different module.

Please know that we understand the concern this product safety issue may cause and the need to correct it as quickly as we can. Until we are able to replace both of the Side Impact Sensing Modules in your vehicle, there are two very important precautions listed below which you can take to reduce the potential for serious injury:

What you should do:

1. Before starting the car, make sure that you are in the correct driving position and that the right front passenger is in the correct seating position. If vehicle occupants are too close to an inflating side air bag, it could injure them. That is why it is important to follow the instructions in your owner's manual--do not lean on the door and always wear your safety belt. Air bags--whether frontal or side impact--provide only supplemental protection in a crash. That is why it is important that you and your passengers always buckle up, with children age 12 and under properly secured in the rear seat. Please refer to your owner's manual for specific instructions about correct safety belt use.

2. You may get a warning before an unexpected deployment. In normal operation, the air bag light on your instrument panel flashes on for a few seconds when you start your car and should remain off at all other times when the engine is running. If you see this light come on and stay on, find a safe place to pull off the road, turn off the vehicle and call Cadillac Roadside Assistance at 1-800-882-1112 to arrange to have the vehicle towed to the nearest dealership. Do not restart the car. There will be no charge for this roadside service.

What GM is doing:

GM is working with its suppliers as quickly as it can to obtain replacement Side Impact Sensing Modules for a recall campaign. Because these modules are complex, precision devices with many parts and are not currently in production, it will take time to obtain the equipment, tools and materials to make parts, assemble the modules, make sure they perform properly, and get them to Cadillac dealers.

As parts become available, we will send you another letter and ask you to bring your car to a dealership for installation of two new Side Impact Sensing Modules. This repair will be performed at no charge to you. We expect that dealers will have parts for a first group of cars in April. General Motors will then notify a first group of customers. Over the next several months, we will notify additional groups of customers until all have been notified. When you receive your letter, you should contact your dealer for a service appointment.

Again, we sincerely regret the concern this may cause you. We are committed to correcting this as quickly as we can with minimal inconvenience to you. As always, if you have questions or would like

to discuss this matter, you can call us toll-free at 1-877-250-1790. A Cadillac representative will be available twenty-four hours a day, seven days a week, to assist you.

Cadillac Motor Division
General Motors Corporation

End Of Part#2
End of Message
GM Service Operations

GM SERVICE OPERATIONS
DCS857
URGENT - DISTRIBUTE IMMEDIATELY

00V-217

DATE: September 21, 2001

SUBJECT: 00066 - PRODUCT SAFETY CAMPAIGN
NON-CRASH DEPLOYMENT
OF SIDE IMPACT AIR BAGS
PHASE 9 CUSTOMER NOTIFICATION

MODELS: 1997-99 CADILLAC DEVILLE

TO: ALL CADILLAC DEALERS

ATTN: SERVICE MANAGER, PARTS MANAGER
AND WARRANTY ADMINISTRATOR

***** PHASE 9 CUSTOMER NOTIFICATION *****
DUE TO PARTS AVAILABILITY, CUSTOMER NOTIFICATION FOR THIS CAMPAIGN IS
BEING ADMINISTERED IN PHASES. PHASE 8 WAS MAILED SEPTEMBER 14, 2001.
THE DEALER LISTING AND OWNER LETTERS FOR PHASE 9 ARE BEING MAILED
SEPTEMBER 21, 2001. ADDITIONAL PHASES WILL BE ANNOUNCED AS THEY ARE
LAUNCHED.

Dealers are no longer required to contact the General Motors Customer Assistance Center to obtain parts for this recall. However, initial campaign parts availability is extremely limited and dealers should not order parts for shelf stock.

Customer notification for this campaign will be administered in phases. A new Dealer Listing of involved vehicles included in each subsequent phase will be sent to you as the letter mailing is completed. Any dealer not receiving a Dealer Listing has no involved vehicles assigned to that phase.

As each customer notification phase is completed and dealers receive their new Dealer Listing, we are requesting that dealers only order parts for those involved vehicles contained in that Dealer Listing.

Additionally, in order to encourage responsible parts ordering, General Motors Service Parts Operations has placed an order quantity limiter on Part Number 25729097 and removed it from the automatic SPRINT process.

It is imperative that campaign parts are readily available for each customer as they receive their notification letter. Therefore, this strategy has been implemented to ensure the equitable distribution of these parts and avoid customer dissatisfaction. Your cooperation is greatly appreciated.

END OF MESSAGE
GM SERVICE OPERATIONS

To (Dealer): ALL CHEVROLET DEALERS

We are currently in the process of retooling the Assembly Plant to have the holes for the optional roof rack pierced in the plant prior to painting and shipping the vehicle. This will improve corrosion protection and eliminate the need for Dealer personnel to have to drill holes in the roof panel.

Until this plant process is in place, it is recommended that you tape-off the opening between the side doors and the roof panel prior to drilling the holes. This will prevent metal shavings from getting under the roof and side door weather seals which can cause premature corrosion. Leave the tape in place until all metal shavings have been removed from the vehicle.

A vacuum is recommended as blowing the shavings may allow them to find their way to other areas of the vehicle.

END OF MESSAGE
GM SERVICE OPERATIONS

M SERVICE OPERATIONS
DC8861
URGENT - DISTRIBUTE IMMEDIATELY

DATE: October 2, 2001

SUBJECT: 00066 - PRODUCT SAFETY CAMPAIGN
NON-CRASH DEPLOYMENT
OF SIDE IMPACT AIR BAGS
PHASE 10 CUSTOMER NOTIFICATION

00V-217

MODELS: 1997-99 CADILLAC DEVILLE

TO: ALL CADILLAC DEALERS

ATTN: SERVICE MANAGER, PARTS MANAGER
AND WARRANTY ADMINISTRATOR

* * * * * PHASE 10 CUSTOMER NOTIFICATION * * * * *

DUE TO PARTS AVAILABILITY, CUSTOMER NOTIFICATION FOR THIS CAMPAIGN IS BEING ADMINISTERED IN PHASES. PHASE 9 WAS MAILED SEPTEMBER 21, 2001. THE DEALER LISTING AND OWNER LETTERS FOR PHASE 10 WERE MAILED OCTOBER 1, 2001. ADDITIONAL PHASES WILL BE ANNOUNCED AS THEY ARE LAUNCHED.

Dealers are no longer required to contact the General Motors Customer Assistance Center to obtain parts for this recall. However, initial campaign parts availability is extremely limited and dealers should not order parts for shelf stock.

Customer notification for this campaign will be administered in phases. A new Dealer Listing of involved vehicles included in each subsequent phase will be sent to you as the letter mailing is completed. Any dealer not receiving a Dealer Listing has no involved vehicles assigned to that phase.

As each customer notification phase is completed and dealers receive their new Dealer Listing, we are requesting that dealers only order parts for those involved vehicles contained in that Dealer Listing.

Additionally, in order to encourage responsible parts ordering, General Motors Service Parts Operations has placed an order quantity limiter on Part Number 25729097 and removed it from the automatic SPRINT process.

It is imperative that campaign parts are readily available for each customer as they receive their notification letter. Therefore, this strategy has been implemented to ensure the equitable distribution of these parts and avoid customer dissatisfaction. Your cooperation is greatly appreciated.

END OF MESSAGE
GM SERVICE OPERATIONS

Dana E. Evanoff/US/GM/GMC @ GM

GM SERVICE OPERATIONS
DCS616

URGENT - DISTRIBUTE IMMEDIATELY

00V-217

DATE: October 23, 2000

SUBJECT: 1998-99 Cadillac DeVille Side Impact
Air Bag Campaign

TO: All Cadillac Dealers

ATTN: Service Manager, Service Advisor/Writer, Parts
Manager, and Warranty Administrator

GM Campaign Identification Number 00066 has been added to the GM Vehicle Inquiry System (GMVIS) database for the 1998-99 Cadillac DeVille Side Impact Air Bag recall. We still expect that campaign parts will not be available until April, 2001. Dealers should not contact GM Technical Assistance, GM Service Parts Operations or the GM Dealer Consulting Center when this number is observed in GMVIS.

Please continue to refer to GM Administration Messages WIA20000107 and WIA20000108 dated September 20, 2000 for the most current information about this product safety issue. Dealers should also continue to utilize the services of GM Customer Assistance at 1-877-250-1790 to address customer questions or concerns about this recall campaign.

Additionally, unlike a recent W-car air bag recall where installation of a current service part delayed the need for immediate repair, the current DeVille Side Impact Sensing Module (P/N 9356956) does not correct or temporarily remedy the safety condition in question.

END OF MESSAGE

GM SERVICE OPERATIONS

Zavadil/US/GM/GMC@GM, Karen A. Grimsdell/US/GM/GMC@GM, Teresa A. Joseph/US/GM/GMC@GM,
Dana E. Everoff/US/GM/GMC @ GM

GM SERVICE OPERATIONS
DC3626
URGENT - DISTRIBUTE IMMEDIATELY

00V-217

DATE: November 8, 2000

SUBJECT: Recall Campaign 00066
Inadvertent Deployment of Side Impact Air Bag

MODELS: 1998-99 Cadillac DeVille

TO: All Cadillac Dealers

ATTN: Dealer Principal, Sales Manager, Service Manager,
and General Manager

Regarding the above subject product field action, if you have placed an affected customer in a loaner vehicle without the involvement of the GM Customer Assistance Center, it is important that you immediately contact the GM Customer Assistance Center at 1-877-250-1790.

The opening of an official GM Customer Assistance Center case will help us to resolve customer concerns as quickly and effectively as possible.

END OF MESSAGE
GM SERVICE OPERATIONS

Jim Colyar@US_GM_PON_POC01, Karen D. Resb@US_GM_PON_POC01, Robert
Zavadl@US/GM/GMC@GM, Karen A. Grimaldi@US/GM/GMC@GM, Teresa A. Joseph@US/GM/GMC@GM,
Dana E. Evans@US/GM/GMC @ GM

GM SERVICE OPERATIONS
DCS624
URGENT - DISTRIBUTE IMMEDIATELY

DATE: November 8, 2000

SUBJECT: Availability of Temporary Disconnect Service
Procedure Inadvertent Deployment of Side Impact
Air Bag

MODELS: 1998-99 Cadillac DeVille

TO: All Cadillac Dealers

ATTN: Dealer Principal, Sales Manager, Service Manager,
and Parts Manager

General Motors recently notified owners of 1998-99 Cadillac DeVilles that a condition could exist that may cause the side impact air bag to deploy unexpectedly, without a crash, as these vehicles are started or during normal driving. Replacement Side Impact Sensing Modules (SISM) will be manufactured as quickly as possible for these vehicles. We expect production of these parts to begin next April. GM is recommending that owners continue to drive their cars because the potential benefits of the side impact air bags in a side impact crash are greater than the risks from an inadvertent deployment. Nonetheless, some owners may request that their side impact air bags be temporarily disconnected.

Because these side air bags are not required for the vehicles to meet the Motor Vehicle Safety Standards, they can be disconnected. It is, however, a violation of federal law to disconnect the frontal air bags in these vehicles without written permission from the NHTSA.

Parts and a procedure for disconnecting the side air bags temporarily are now available. You will be notified, via a fax message, if your customer has contacted the GM Customer Assistance Center and requested temporary side impact air bag disconnection. The notice will explain how to obtain the required parts and the special service procedure for these vehicles. If a customer wants the side impact air bags disconnected temporarily and has not contacted the GM Customer Assistance Center at 1-877-250-1790, dealership service personnel should assist them by personally contacting the Customer Assistance Center on their behalf.

Important: This procedure can ONLY be used under the following circumstances:

- On 1998-1999 Cadillac DeVilles before parts are available to complete Campaign 00066.

- On cars in the possession of customers (not dealer inventory).
- If the customer requests it and signs the Customer Request for Temporary Disconnection of Side Impact Air Bags form that will be provided with the disconnect kit.

Note: Affected vehicles in dealer inventory that have a bona fide customer are also eligible for this special service procedure.

Questions about this subject should be directed to your Area Service Manager.

END OF MESSAGE

GM SERVICE OPERATIONS

Zavadil/US/GM/GMC@GM, Karen A. Grimaldi/US/GM/GMC@GM, Teena A Joseph/US/GM/GMC@GM,
Dana E. Everoff/US/GM/GMC @ GM

**GM SERVICE OPERATIONS
DCS640**

URGENT - DISTRIBUTE IMMEDIATELY

DATE: December 13, 2000

SUBJECT: REVISED GUIDELINES - Service Procedure to
Temporarily Disconnect Side Impact Air Bags

MODELS: 1998-1999 Cadillac DeVille

TO: All General Motors Dealers

ATTN: Dealer Principal, Sales Manager, Service Manager,
and Parts Manager

***** THIS IS PART 1 OF A 2 PART MESSAGE*****

* DUE TO THE LIMITATIONS OF THE ADMINISTRATIVE MESSAGE *
* SYSTEM, THIS MESSAGE IS BEING SENT IN TWO PARTS *
* FOR PART 2 SEE DCS641 *

This message supersedes GM Administrative Message NIA0000125 which was sent to only Cadillac Dealers on November 8, 2000.

General Motors has notified owners of 1998-99 Cadillac DeVilles that a condition could exist that may cause the side impact air bag to deploy unexpectedly, without a crash, as these vehicles are started or during normal driving. Replacement Side Impact Sensing Modules (SISM) will be manufactured as quickly as possible for these vehicles. We expect production of these parts to begin next April. While GM recommends that affected customers continue to drive their cars until campaign parts are available, we have received requests for the temporary disconnection of side impact air bags.

Because these side air bags are not required for the vehicles to meet the Motor Vehicle Safety Standards, they can be disconnected. It is, however, a violation of federal law to disconnect the frontal air bags in these vehicles without written permission from the National Highway Traffic Safety Administration (NHTSA).

GM Administrative Message NIA0000125 provided information regarding the limited application of a service procedure for the temporary disconnection of side impact air bags. This message describes new procedures that are being implemented to make the process clearer for dealers and customers and to expand its availability.

Important: Completion of the disclosure form described below is a critical

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URGENT MESSAGE

part of this procedure that will involve employees of both the Service and Sales Departments. Dealer Service and Sales management should review this message, plan how to implement this procedure, and inform all affected Service and Sales employees to help minimize delays and customer dissatisfaction.

ELIGIBLE VEHICLES

All 1998-1999 Cadillac DeVilles (before parts are available to complete Campaign 00066) are eligible for the side impact air bag disconnect procedure. This includes the following vehicles:

- Vehicles in the possession of customers
- Vehicles in dealership inventory
- GMAC Off-Lease vehicles
- Vehicles in auction inventory

DISCLOSURE NOTICE

A new one page disclosure form (with four carbon-less copies) has been created and will be required for all vehicles that have the side air bag disconnect procedure performed. This form is available with the Air Bag Resistor Kit. See the Parts Information section of this message for ordering instructions.

PART I of this form verifies that the disconnect procedure has been performed and must be completed by the servicing dealer. The following information is required:

Vehicle Identification Number
Dealer BAC Code
Repair Order Number
Repair Order Date
Service Manager Signature and Date

PART II of this form discloses to a purchasing dealer that the side impact air bags have been temporarily disconnected. This part must be completed by the purchasing dealer. The following information is required:

Dealer Name
Dealer BAC Code
Dealer City and State
Purchase Date
Purchasing Dealer Representative Signature and Date

PART III of this form discloses to purchasing customer that the side impact air bags have been disconnected. This part must be completed by the customer. The following information is required:

Customer Name, Address and Telephone Number
Customer Signature and Date

DISCLOSURE PROCEDURE

Vehicle Status	Requirements
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Customer Owned	Dealer completes Part I of the disclosure form and
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ensures the customer completes Part III. Dealer mails copy A to the GM Verification Center and gives copy B to customer. Dealer retains remaining copies of completed form.

**Vehicles
Currently in
Dealer Inventory**

Dealer completes Part I of the disclosure form and faxes a copy to the GM Verification Center at 1-248-824-8479. Upon sale of vehicle, dealer ensures the customer completes Part III. Dealer mails copy A to the GM Verification Center and gives copy B to customer. Dealer retains remaining copies of completed form.

**GMAC Off Lease
- Dealer Purchase
for Lessee**

Dealer completes Parts I and II of the disclosure form. Dealer ensures the customer completes Part III. Dealer retains copies C and E. Dealer forwards copy D to GMAC, mails copy A to the GM Verification Center and gives copy B to customer. GMAC WILL NOT RELEASE VEHICLE TITLE UNTIL RECEIPT OF COPY D.

**- Dealer Purchase
for Inventory**

Dealer completes Parts I and II of the disclosure form. Dealer forwards copy D to GMAC and faxes a copy to the GM Verification Center at 1-248-824-8479. Upon sale of vehicle, dealer ensures the customer completes Part III. Dealer mails copy A to the GM Verification Center and gives copy B to customer. Dealer retains copies C and E. GMAC WILL NOT RELEASE VEHICLE TITLE UNTIL RECEIPT OF COPY D.

- To Auction

Receiving dealer performs disconnect, completes Part I of the disclosure form and faxes a copy to the GM Verification Center at 1-248-824-8479. Dealer retains copy E. Remaining copies are transferred with vehicle to GM Auction in a red envelope in the glove box.

If disconnect procedure has not been performed when vehicle arrives at auction, arrangements will be made with a local dealer to perform disconnect procedure. Auction will provide disclosure form and parts. Servicing dealer completes Part I of the disclosure form and faxes a copy to the GM Verification Center at 1-248-824-8479. Dealer retains copy E. Remaining copies are transferred with vehicle in a red envelope in the glove box.

Purchasing dealer completes Part II of the

disclosure form at auction. Auction forwards copy D to GMAC and faxes a copy to the GM Verification Center at 1-248-824-8479. Auction retains a photocopy of the completed form. Upon sale of vehicle, dealer ensures the customer completes Part III. Dealer mails copy A to the GM Verification Center and gives copy B to customer. Dealer retains copy C.

- SmartAuction

Receiving dealer performs disconnect, completes Part I of the disclosure form and faxes a copy to GMAC. Dealer also faxes a copy to the GM Verification Center at 1-248-824-8479. Dealer retains copy E. Remaining copies are transferred with vehicle in a red envelope in the glove box.

Purchasing dealer completes Part II of the disclosure form, forwards copy D to GMAC and faxes a copy to the GM Verification Center at 1-248-824-8479. GMAC WILL NOT RELEASE THE TITLE UNTIL RECEIPT OF COPY D. Upon sale of vehicle, dealer ensures the customer completes Part III. Dealer mails copy A to the GM Verification Center and gives copy B to customer. Dealer retains copy C.

**Other Auction
Inventory**

If disconnect procedure has not been performed when vehicle arrives at auction, arrangements will be made with a local dealer to perform disconnect procedure. Auction will provide disclosure form and parts. Servicing dealer completes Part I and faxes a copy to the GM Verification Center at 1-248-824-8479. Dealer retains copy E. Remaining copies are transferred with vehicle in a red envelope in the glove box.

Purchasing dealer completes Part II of the disclosure form at auction. Auction forwards copy D to GMAC, if applicable, and faxes a copy to the GM Verification Center at 1-248-824-8479. Auction retains a photocopy of completed form. Upon sale of vehicle, dealer ensures the customer completes Part III. Dealer mails copy A to the GM Verification Center and gives copy B to customer. Dealer retains copy C.

DEALER INDEMNIFICATION

GM has received inquiries about indemnification of dealers in potential litigation concerning installation of a GM-supplied side impact air bag disconnect kit on 1998-99 Cadillac DeVilles equipped with side impact air bags. If the dealer installs the kit in compliance with this procedure, GM does not consider this an 'alteration' of the vehicle and the contractual indemnification obligations of the dealer agreement apply.

Subject to the terms of Article 17.4 of the Dealer Sales and Service Agreement, GM will accept dealers' requests for indemnification if the claim is that the dealer is liable: (1) because the dealer disconnected the side impact air bags according to this procedure; (2) because the dealer sold a vehicle that had the side impact air bags previously disconnected pursuant to this procedure; (3) because of alleged defects in the side impact air bag system or the GM-supplied parts used to disconnect the side impact air bags; or (4) because of alleged inadequacies in customer warnings or installation information provided by GM.

These procedures apply to lawsuits alleging injuries to drivers or passengers in 1998-99 Cadillac DeVilles with side impact air bags that have been disconnected temporarily according to this procedure. Indemnification cannot be granted if the plaintiffs assert an independent allegation of liability against a dealer, such as negligent workmanship in installing the disconnect kit or failure to make the disclosures required by this procedure. GM will, therefore, review each indemnification request on a case-by-case basis. Dealers may request indemnification by following the procedures in Article 17.4 and in the Service Policies and Procedures Manual.

PARTS INFORMATION

Parts must be obtained from two different sources in order to perform this temporary disconnect procedure on a vehicle. The first part, GM Part Number 15305945 - Connector Replacement Pack (two required per vehicle), can only be obtained directly from General Motors Service Parts Operation. All orders to GMSPO for this part should be submitted on a VIP basis to ensure overnight delivery. GMSPO will only provide a maximum of ten parts per order.

The second part is an Air Bag Resistor Kit (one required per vehicle), which contains two resistors, two labels and instructions/disclosure form. This kit can only be obtained by completing the attached ordering form and faxing it to Vispac at (734) 525-0659. Orders for this kit will be shipped via expedited mail service within 24 hours if received during normal business hours. Vispac will only provide a maximum of five kits per order.

END OF PART 1

GM SERVICE OPERATIONS

ZevadE/US/GM/GMC@GM, Karen A. Grimsale/US/GM/GMC@GM, Teana A Joseph/US/GM/GMC@GM,
Dana E. Brown/US/GM/GMC @ GM

GM SERVICE OPERATIONS

DCS641

URGENT - DISTRIBUTE IMMEDIATELY

DATE: December 13, 2000

SUBJECT: REVISED GUIDELINES - Service Procedure to
Temporarily Disconnect Side Impact Air Bags

MODELS: 1998-1999 Cadillac Deville

TO: All General Motors Dealers

ATTN: Dealer Principal, Sales Manager, Service Manager,
and Parts Manager

***** THIS IS PART 2 OF A 2 PART MESSAGE*****

* DUE TO THE LIMITATIONS OF THE ADMINISTRATIVE MESSAGE *
* SYSTEM, THIS MESSAGE IS BEING SENT IN TWO PARTS *
* FOR PART 1 SEE DCS640 *

AIR BAG RESISTOR KIT ORDERING FORM
1998 AND 1999 MODEL YEAR CADILLAC DEVILLE
TEMPORARY DISCONNECTION OF SIDE IMPACT AIR BAGS

1. BAC Code: _____
2. Dealer Name: _____
3. Street Address: _____
4. City: _____
5. State: _____ Zip Code: _____
6. Telephone Number: _____

7. Name of Person to Receive Kit: _____

9. Person's Title: _____ (e.g. Service Mgr.)

10. Number of Air Bag Resistor Kits Required: _____
(Maximum of five kits per order)

FAX COMPLETED FORM TO VISAPAC AT 1-734-525-0659,
ATTENTION: SANDRA GOODEN

ALL AIR BAG RESISTOR KIT ORDERS WILL BE SHIPPED VIA EXPEDITED MAIL SERVICE
WITHIN 24 HOURS IF RECEIVED DURING NORMAL BUSINESS HOURS.

IMPORTANT: DEALERS MUST OBTAIN THE CONNECTOR REPLACEMENT PACK, P/N 15305945,
(TWO REQUIRED PER VEHICLE), DIRECTLY FROM GENERAL MOTORS SERVICE PARTS
OPERATIONS IN ADDITION TO THIS ORDER.

SERVICE PROCEDURE

Important: To properly complete this procedure, dealers must obtain the
Connector Replacement Pack, P/N 15305945, (two required per vehicle) from
GMSPO in addition to the Air Bag Resistor Kit.

Important: For additional information and fastener torque specifications,
please see the SIR subsection in the Restraints section of the appropriate
Service Manual.

Important: Do not proceed with this procedure until you have verified that
the AIR BAG light goes out in the first step.

1. Insert the key and turn the ignition switch to the "ON" position and verify
that the AIR BAG light flashes seven (7) times and goes out. If the light does
not go out, perform the diagnostics contained in the SIR subsection in the
Restraints section of the appropriate service manual before proceeding.

2. Disable SIR system.

- Turn the ignition switch to the OFF position and remove the key.
- Remove the SIR fuse from the rear compartment fuse panel.
- Remove the driver's side instrument panel insulator panel.
- Remove the Connector Position Assurance (CPA) from the steering
column
air bag connector. Disconnect the connector.
- Remove the passenger side instrument panel insulator panel.
- Remove the CPA from the passenger side air bag connector and
disconnect the connector.
- Remove the driver's door handle bezel and disconnect the
electrical connector.

- Remove the driver's door switch plate.
- Remove the driver's door courtesy light and disconnect the electrical connector.

Important: When removing the door trim panels in the next steps, care should be taken to avoid damaging the push-in fastener in the upper front corner of the panel.

- Release the push-in fastener in the upper front corner of the panel and then slide the trim panel upward to release it from the door.
Disconnect the speaker electrical connector.
- Remove the CPA from the driver's door air bag module connector and disconnect the connector.
- Remove the passenger door handle bezel and disconnect the electrical connector.
- Remove the passenger door switch plate.
- Remove the passenger door courtesy light and disconnect the electrical connector.
- Remove the passenger door trim panel and disconnect the speaker electrical connector.
- Remove the CPA from the passenger door air bag module connector and disconnect the electrical connector.

3. Remove the black plastic push-in fastener from the electrical connector contained in P/W 15305945 and discard the fastener. Also, discard the two splice connectors included in the kit.

4. Shorten (cut-off) the two wires connected to the electrical connector contained in P/W 15305945 to a length of 50 mm (2 in).

5. Strip off approximately 12 mm (1/2 in) of insulation from the end of each wire and twist the wire strands.

6. Solder one end of the resistor included with the kit to one wire.

7. Solder the other end of the resistor to the other wire.

8. Wrap several layers of electrical tape around the soldered connections and the entire resistor.

9. Repeat steps 1-8 on a second electrical connector, P/W 15305945.

10. On the passenger door, release the fastener attaching the air bag module electrical connector to the door and using black electrical tape, wrap several layers of tape around the disconnected air bag module electrical connector. The connector is located on the end of the wiring harness that goes to the side air bag module.

11. Connect one of the electrical connectors that you just soldered a resistor to into the electrical connector that goes to the side impact sensing module (SISW) and install the CPA that was removed during the SIR disable process.